



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 11, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 26N09
Certain 2020 Model Year Escape, 2020-2021 Corsair, 2020-2021 Aviator, and 2020-2021 and 2023 Explorer Vehicles
Front Windshield Wiper Motor Replacement, if Required After Dealer Evaluation

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the front windshield wiper motor for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 417,220):

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2020	Chicago	October 19, 2018 through June 28, 2020
	2021		June 4, 2020 through June 25, 2020
Corsair	2020	Louisville	January 7, 2019 through June 26, 2020
	2021		October 24, 2019 through June 25, 2020
Escape	2020	Louisville	November 13, 2018 through June 27, 2020
Explorer	2020	Chicago	October 19, 2018 through June 28, 2020
	2021		June 4, 2020 through June 17, 2020
	2023		February 1, 2023 through February 28, 2023

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

On some of the affected vehicles, customers may experience inoperative front windshield wipers.

SERVICE ACTION

If a customer's vehicle experiences inoperative front windshield wipers in intermittent, low, or high speeds, dealers are to verify the concern and replace the front wiper motor. This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Conditional	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	Conditional	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Video and Photo Submission	Yes	See Repair Video and Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of June 15, 2026 or sooner. Dealers should repair any affected vehicles that experience intermittent or inoperative front windshield wipers, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

Customer Satisfaction Program 26N09**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

⊘ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on June 11, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-stock vehicles, consult Ford's Policy Document for Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

Vehicles with canceled warranties are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

REPAIR VIDEO AND PHOTO SUBMISSION

Ford has requested video evidence of the front wiper concern, along with photos of supporting documents, before approval for a new wiper motor will be given.

- The SSSC must provide approval prior to performing the repair.
- Submit an approval request form to the SSSC and upload the necessary video and photos or copy of documentation as an attachment for review:
 - A video from the driver's seat showing both the front windshield wiper motor switch is on LOW or HIGH (**NOT** rain sensing mode) and that the front windshield wipers are inoperative.
 - A photo of the vehicle VIN.
 - A photo of the open repair order.
 - A photo of the vehicle mileage.
- Submit the requested items directly in the SSSC contact request form while submitting your contact on your desktop.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

Customer Satisfaction Program 26N09**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The FSA repair will be rejected and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 26N09 if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 26N09
 - Customer Concern Code (CCC): W05
 - Condition Code (CC): 42
 - Causal Part Number: 17508, Quantity 1
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code "RENTAL."

Customer Satisfaction Program 26N09

LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.) SSSC approval code required.

Description	Labor Operation	Labor Time Hour(s)
Front windshield wipers are inoperative in intermittent, low, or high speeds. Replace front windshield wiper motor - Escape SSSC approval code required. This labor operation code closes the FSA.	26N09B	0.5
Front windshield wipers are inoperative in intermittent, low, or high speeds. Replace front windshield wiper motor - Corsair SSSC approval code required. This labor operation code closes the FSA.	26N09C	0.6
Front windshield wipers are inoperative in intermittent, low, or high speeds. Replace front windshield wiper motor – Explorer SSSC approval code required. This labor operation code closes the FSA.	26N09D	0.6
Front windshield wipers are inoperative in intermittent, low, or high speeds. Replace front windshield wiper motor – Aviator SSSC approval code required. This labor operation code closes the FSA.	26N09E	0.7

SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for non-eligible 2026 Remote Experience Program Dealers AND vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26N09LL	0.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for non-eligible 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26N09PP	0.5

Customer Satisfaction Program 26N09

SUPPLEMENTAL LABOR ALLOWANCES (continued)

Description	Labor Operation	Labor Time Hour(s)
Time allowed to submit a video and photos to the SSSC. <ol style="list-style-type: none"> 1. Attach a photo of vehicle mileage. 2. Attach a photo of the open Repair Order (RO). 3. Attach a photo of the vehicle's VIN. 4. Attach a video showing the front wipers are inoperative. 	26N09ZZ	0.3

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for the front windshield wiper motor, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC5Z-17508-F	1	1	1	Front Windshield Wiper Motor – Aviator SSSC approval code required.
LJ7Z-17508-F	1	1	1	Front Windshield Wiper Motor – Corsair SSSC approval code required.
LJ6Z-17508-J	1	1	1	Front Windshield Wiper Motor – Escape SSSC approval code required.
LB5Z-17508-D	1	1	1	Front Windshield Wiper Motor – Explorer SSSC approval code required.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2020 MODEL YEAR ESCAPE, 2020-2021 CORSAIR, 2020-2021 AVIATOR AND 2020-2021 AND 2023 EXPLORER VEHICLES — FRONT WINDSHIELD WIPER MOTOR REPLACEMENT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

1. Are the front windshield wipers inoperative in the intermittent, low, or high speeds?

Yes - Record a video from the left hand (LH) side front seat showing the front windshield wiper switch is on LOW, HIGH or INTERMITTENT (DO NOT put switch on rain sensing mode) and the front windshield wipers inoperative. Submit an approval request form to the Special Service Support Center (SSSC) along with video and photos, see Page 2. Once approval has been given, proceed to Step 2.

No - This FSA does not apply. Only front windshield wipers inoperative in intermittent, low, or high speeds are covered in this FSA. For other front windshield wiper concerns, refer to the Workshop Manual (WSM) section 501-16 > Diagnosis and Testing > Wipers and Washers > Symptom Chart.

2. Replace the front windshield wiper motor. Follow the Workshop Manual (WSM) procedures in Section 501-16.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



PHOTO AND VIDEO REQUEST SUBMISSION

Ford has requested video evidence of the front wiper concern being present, along with photos of supporting documents, before approval for a new wiper motor will be given for this FSA.

The SSSC must provide an approval code prior to performing the repair.

1. Contact the SSSC and upload the necessary video and photos or copy of documentation as an attachment for review.
 - A video from the LH side front seat showing the front windshield wiper switch is on LOW, HIGH or INTERMITTENT(DO NOT put the switch on rain sensing mode) and the front windshield wipers are inoperative.
 - Clear photo showing the vehicle identification number (VIN).
 - Clear photo showing the current vehicle mileage.
 - Clear photo showing the open repair order (RO).
2. Submit the requested items directly in the SSSC contact request form while submitting your contact on your desktop.
3. Upon approval, the SSSC will provide an approval code that must be used for claiming.





Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

June 2026

Customer Satisfaction Program 26N09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

Although your vehicle's front windshield wiper is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time repair on the front windshield wiper motor if your dealer determines the front windshield wipers are inoperative, and if your vehicle is within certain time and mileage limitations.

What is the effect?

Your vehicle may experience inoperative front windshield wipers functionality.

What will Ford and your dealer do?

Parts are available if your vehicle requires a repair. Please confirm parts availability with your dealer when scheduling an appointment. Under the terms of the program, a one-time replacement of covered components, if required, is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first, free of charge (parts and labor).

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless you have inoperative front windshield wipers. Please keep this letter as a reminder of the one-time repair offer for your front windshield wiper motor. If the front windshield wiper motor requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 26N09. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play.

Pickup and Delivery Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

Do you need a rental vehicle? If your dealer determines that a front windshield wiper motor is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

What if you no longer own this vehicle? If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner or lessee.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

To view the letter in Spanish visit: fordtranslatehub.com

Para ver la carta en español viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Junio 2026

Programa de satisfacción del cliente 26N09

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Si bien el limpiaparabrisas delantero de su vehículo aparentemente está funcionando correctamente, para su tranquilidad, Ford Motor Company está ofreciendo una reparación única del motor de este, si su concesionario determina que los limpiaparabrisas delanteros no funcionan, siempre que el vehículo se encuentre dentro de los límites de tiempo y millaje.

¿Cuál es el efecto?

Es posible que su vehículo presente problemas con el funcionamiento de los limpiaparabrisas delanteros.

¿Qué medidas adoptarán Ford y su concesionario?

Si su vehículo requiere una reparación, las piezas se encuentran disponibles. Confirme la disponibilidad de las piezas con el concesionario al programar una cita. Según los términos del programa, se encuentra disponible un reemplazo único de los componentes cubiertos, si es necesario, por un total de 10 años o 150,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero, sin costo alguno (piezas y mano de obra).

¿Cuánto tiempo tomará?

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Además, su vehículo podría requerir una inspección para determinar si es necesario pedir piezas.

¿Qué debe hacer?

No debe acudir al concesionario para realizar esta reparación, a menos que los limpiaparabrisas delanteros no funcionen. Conserve esta carta como recordatorio de esta oferta de reparación única para el motor del limpiaparabrisas delantero. Si es necesario reemplazar el motor del limpiaparabrisas delantero y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, comuníquese con su concesionario para

¿Qué debe hacer?
(continuación)

programar una cita de servicio para realizar el Programa de satisfacción del cliente 26N09. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play.

Servicio de retiro y entrega

El servicio gratuito de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Necesita un vehículo de alquiler?

Si su concesionario determina que es necesario reemplazar el motor del limpiaparabrisas delantero y su vehículo debe permanecer durante la noche, su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin costo (excepto combustible y seguro) mientras su vehículo esté en el concesionario para realizar las reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque nuestros registros indican que es el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

Para ver la carta en español



visite: fordtranslatehub.com

Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



L I N C O L N

Lincoln
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 26N09

June 2026

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

Although your vehicle's front windshield wiper is likely functioning fine, we are pleased to let you know that, for your peace of mind, Lincoln is providing a one-time repair on the front windshield wiper motor if your retailer determines the front windshield wipers are inoperative, and if your vehicle is within certain time and mileage limitations.

What is the effect?

Your vehicle may experience inoperative front windshield wipers functionality.

What will Lincoln and your retailer do?

Parts are available if your vehicle requires a repair. Please confirm parts availability with your retailer when scheduling an appointment. Under the terms of the program, a one-time replacement of covered components, if required, is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first, free of charge (parts and labor).

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your retailer for this repair unless you have inoperative front windshield wipers. Please keep this letter as a reminder of the one-time repair offer for your front windshield wiper motor. If the front windshield wiper motor requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment for Customer Satisfaction Program 26N09. Your retailer will replace the part at no charge.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln: Lincoln Owner App. The app can be downloaded through the App Store or Google Play.

Pickup and Delivery Complimentary vehicle Pickup & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.

Do you need a rental vehicle? If your retailer determines a front windshield wiper motor is required and needs your vehicle overnight, your retailer is authorized to provide a rental vehicle for your transportation at no charge (except for fuel and insurance) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.

What if you no longer own this vehicle? If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.
You received this notice because our records indicate you are the current owner or lessee.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your retailer's Service Manager for assistance.
If you have questions or concerns, please contact our **Lincoln Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

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As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Programa de satisfacción del cliente 26N09

Junio 2026

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

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¿Por qué recibe este aviso?

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¿Cuál es el efecto?

Es posible que su vehículo presente problemas con el funcionamiento de los limpiaparabrisas delanteros.

¿Qué harán Lincoln y su minorista?

Si su vehículo requiere una reparación, las piezas se encuentran disponibles. Confirme la disponibilidad de piezas con el minorista al programar una cita. Según los términos del programa, se encuentra disponible un reemplazo único de los componentes cubiertos, si es necesario, por un total de 10 años o 150,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero, sin costo alguno (piezas y mano de obra).

¿Cuánto tiempo tomará?

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más. Es posible que se requiera más tiempo para permitir que el motor se enfríe antes de realizar esta reparación. Además, su vehículo requerirá una inspección para determinar si es necesario pedir piezas.

¿Qué debe hacer?

No debe acudir al minorista para realizar esta reparación, a menos que los limpiaparabrisas delanteros no funcionen. Conserve esta carta como recordatorio de esta oferta de reparación única para el motor del limpiaparabrisas delantero. Si es necesario reemplazar el motor del limpiaparabrisas delantero y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, comuníquese con su minorista para programar una cita de servicio para realizar el Programa de satisfacción del cliente 26N09. Su minorista reemplazará las piezas sin costo alguno. Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también puede estar disponible previa solicitud a su minorista. El minorista retirará su vehículo y lo regresará con la reparación realizada.

¿Necesita un vehículo de alquiler?

Si su minorista determina que es necesario reemplazar el motor del limpiaparabrisas delantero y su vehículo debe permanecer durante la noche, su minorista está autorizado a proporcionarle un vehículo de alquiler para su transporte sin costo (excepto combustible y seguro) mientras su vehículo esté en el minorista para realizar las reparaciones. Comuníquese con su minorista para conocer las pautas y limitaciones.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Recibió este aviso porque nuestros registros indican que usted es el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es lincoln.com/support.

Para ver la carta en español

visite: lincolntranslatehub.com



Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Como parte de la comunidad Lincoln, agradecemos su atención a este importante asunto y su lealtad continua.

Lincoln